



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Odin Telephone Exchange, Inc.**  
**Fairpoint Communications / Odin Telephone Exchange, Inc.**  
**for quarter ending September 30, 2008**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.10	4.20	4.50	4.60
B. Operator Answer Time - Information [730.510(a)(1)]	5.15	4.82	4.77	4.91
C. Repair Office Answer Time [730.510(b)(1)]	33.00	28.00	25.00	28.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	34.00	48.00	39.00	40.33
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	2.95	5.56	2.73	3.75
H. Percent Repeat Trouble Reports [730.545(c)]	8.40%	13.31%	11.67%	11.13%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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